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October 19, 2006

TO: Commissioner for Patents  
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**FAX NUMBER (571) 273-8300**

FROM: Andre L. Marais  
OUR REF: 2046.085US1

Document(s) Transmitted: **Request for Withdrawal as Attorney or Agent (1 pg.)**

Total pages of this transmission, including cover letter: 2 pgs.

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In re. Patent Application of: Robert Joyce et al.

Examiner: (None entered)

Serial No.: 10/687,956

Group Art Unit: 2173

Filed: October 17, 2003

Docket No.: 2046.085US1

Title: **METHOD AND SYSTEM TO PROVIDE EXPERT SUPPORT TO A CUSTOMER  
WITH A CUSTOMER INTERACTION SYSTEM**

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10-20-06

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PTO/SB/83 (01-06)

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**REQUEST FOR WITHDRAWAL  
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Application Number	10/687,956
Filing Date	Oct 17, 2003
First Named Inventor	Robert Joyce
Art Unit	2173
Examiner Name	
Attorney Docket Number	2046.085US1

**To:** Commissioner for Patents

P.O. Box 1450  
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Please withdraw me as attorney or agent for the above identified patent application, and

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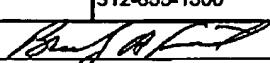
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Country		USA				
Telephone		312-655-1500			Email	jascheer@welshkatz.com
Signature						
Name	Bradley A. Forrest			Registration No.	30,837	
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